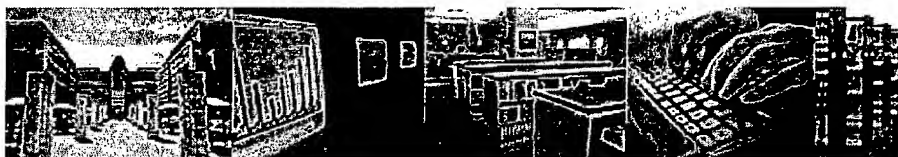




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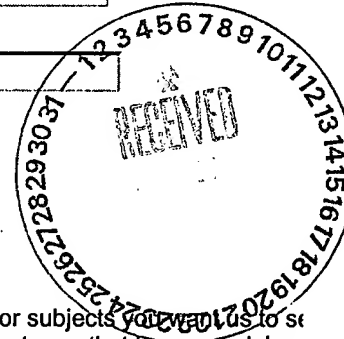
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"RUSH"
 JEFFREY A. SMITH
 SUPERVISORY PATENT EXAMINER
 TECHNOLOGY CENTER 3600

This is a rush search. John Hayes is my Supervisor.

The claims focus on a "context sensitive" help menu for an insurance claims processing system.

In particular, I am looking for a help system that displays information in order of its relevance. The help information is organized in a database such that there is a header table and a text table for each help document. The relevance values of the document are adjusted based on whether the occurrence of a term is in the header or in the text. If the occurrences of a term are in the header, this is given more weight than if the occurrence of the term is in the text.

See claim 1:

Proposed Amendments to the Claims

Please cancel claims 2,3, 6, 14-16, 22, 25, 44, 45, 48, 52, 53, 55-57, 62, 63, 65, 82, 84, 87, 89, 90, 94, 96, 98, 115, and 117 without prejudice.

The following listing of claims will replace all prior versions and/or listings of claims in the application.

Listing of Claims:

1. (Currently amended): A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:

initiating processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the insurance claim;

retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;

locating a first help information entry for the first step in a help database using the page identifier for the display page, wherein the first help information entry for the first step includes a first unit of help information for the first step, wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise:

a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and
a text table, wherein units of help information in the text table include text sections from the one or more documents;
locating a second help information entry for the first step in the help database using the page identifier for the display page, wherein the second help information entry for the first step includes a second unit of help information for the first step;
reading the first unit of help information for the first step from the first help information entry in the help database;
reading the second unit of help information for the first step from the second help information entry in the help database;
determining a first relevance value for the first unit of help information read from the first help information entry for the first step;
determining a second relevance value for the second unit of help information read from the second help information entry for the first step;
displaying the first unit of help information read from the first help information entry for the first step on the display; and
displaying the second unit of help information read from the second help information entry for the first step on the display; and
displaying the display page for the first step on the display;
wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and

wherein, in determining at least one of the first or second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

2-3. (Cancelled)

4. (Previously presented): The method of claim 1,
wherein the help database comprises an index table comprising a plurality of index table entries, wherein a first portion of the plurality of index table entries each comprise a page identifier and an object identifier;
wherein the ~~help database further comprises one or more help information tables each comprising a plurality of help information entries, wherein each of the plurality of help information entries comprises an object identifier and a unit of help information; and~~
wherein the index table entries in the index table are used to locate help information entries in the one or more help information tables by matching index table entry object identifiers to help information entry object identifiers.

5. (Original): The method of claim 4,
wherein said locating the first help information entry for the first step in the help database using the page identifier for the display page comprises:
locating in the index table a first index table entry comprising a page identifier that matches the page identifier for the display page, wherein the first index table entry comprises a first object identifier;
reading the first object identifier from the index table entry; and
locating in a first of the one or more help information tables the first help information entry for the first object identifier, wherein an object identifier in the first help information entry matches the first object identifier from the first index table entry, and wherein the first help